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## Governor's Service Award goes to Julie Ahlstrin

By Donna Micklus

Julie Ahlstrin administered CPR and saved a life. She's also an Emergency Medical Technician.

You would think that someone so cool in the face of emergency would have nerves of steel.

So, did she take it in stride when she was honored as a recipient of the Governor's Service Award?

Not exactly.

"I was really nervous about meeting the

Governor. I was afraid I

was going to trip or pass out. I've never had the opportunity to meet someone of his stature, so this was really something for me," said Ahlstrin after the August 3 ceremony.

Ahlstrin was one of more than fifty state employees honored by Governor Rowland in the State Capitol ceremony. Held quarterly and administered by DAS, the award program was started by the Governor five years ago to recognize those state employees who perform outstanding customer service. An Office Assistant in DAS' Financial Services Center, Ahlstrin was joined at the event by her family, including her two young daughters.

As the standing room only crowd of family, friends, co-workers, and awardees greeted the Governor as he



**Governor John Rowland and Deputy Commissioner Alan Mazzola present the Governor's Service Award to DAS' Julie Ahlstrin.**

took the podium, he was presented with a bag of Oreo cookies, a take-off on his recent tourism ad in which he calls them "those little sandwiches."

Following the presentations, the Governor left the podium and promptly gave the Oreos to Ahlstrin's daughter.

"I still can't believe that the Governor gave his package of Oreos to Elizabeth. I thought that was the sweetest thing," Ahlstrin said.

The loudest applause of the day came when the Governor, in customary fashion, gave all the winners the rest of the day off.

"I thought the Governor had a great sense of humor, too. You never really get to see that side of him. I was really very impressed with meeting him. I like him a lot," Ahlstrin said.

# Governor greets YLF sponsors, delegates

Once again, this year's Youth Leadership Forum (YLF), sponsored in part by DAS and organized by Suzanne Liquerian and Kathleen Sullivan, was an overwhelming huge success.

YLF is a program developed to help disabled young people to build leadership skills as well as to promote awareness throughout the community. Pictured with Governor Rowland are this year's gold sponsors.

The Governor issued a proclamation thanking Liquerian and Sullivan



**l to r: Commissioner Shaun Cashman - DOL, Brad Jackson - Hartford Sales Office, Todd Higgins - Protection & Advocacy, DAS Deputy Commissioner Alan Mazzola, Tom Buckley - Southern New England Telecommunications, DAS Director of Communications Donna Micklus, Governor John Rowland, Dede DeRosa - Lincoln Financial, and Michael Leone - People's Bank.**

for their "generous contributions," and proclaimed July 30, 2001 through August 2, 2001 Youth Leadership Week.



## **DAS Times**

The **DAS Times** is published monthly  
by the  
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Services  
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165 Capitol Avenue  
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**John G. Rowland  
Governor**

**Barbara A. Waters  
Commissioner**

**Donna J. Micklus  
Editor**

*Contributions are welcome but may be  
edited for space and clarity.*

**Visit our website at  
[www.das.state.ct.us](http://www.das.state.ct.us)**

*This new section, sponsored by the Diversity  
Council, will include a potpourri of diversity-  
related items: news, quotations, events, recipes  
or info on holidays, etc.*

*Suggestions are welcome!*

## **Diversity Corner**

### **Quote of the month:**

This above all: to thine own self be true,  
And it must follow, as the night the day,  
Thou canst not then be false to any man.

*William Shakespeare*

### **Recipe of the month:**

#### **Di's Wings of Fire**

- 1 bag Tyson Frozen Wings of Fire (available at Costco)
- 2 cups (approx.) white vinegar (to take out some of the fire)
- 20oz (approx.) Bullseye Barbecue Sauce
- 1 disposable aluminum pan

**continued on page 4**

Kathleen Sullivan commended **Donna Micklus** and **John McKay** for all their efforts on behalf of the Youth Leadership Forum (YLF). "John was incredibly helpful in capturing the spirit of YLF in all materials, and did so with good grace and humor considering how often I was asking for help in this project. My gratitude to both of you!"

Raymond Bailey praised **Patti Kokonowski** for all of her efforts in making his work schedule more positive. "This is without a doubt what you would call going that extra mile for your fellow worker."

Robert King from the Department of Correction applauded **Art Paulette** and **Document Management Services** for the "prompt, courteous, and very efficient help they gave the Core-CT project mailing to all agency heads."

Deborah J. Clifford from Inspired People praised **Carlos Velez** for the "positive experience of getting certified as a small business. He was courteous, proactive, kind, patient, responsive, educational, cares about what he does, and is skilled at doing it."

Celeste Jorge from the Department of Children and Families thanked **Phil Karas** for "finding the perfect match of a job. Your advice and encouragement didn't go unappreciated!"

David Kozak from the Department of Environmental Protection praised **Linda LoSchiavo** for her "quick and well-executed response" to their request to find a qualified printer for the CT Coastal Access Guide.

Marlene Jacques from the Department of Mental Health and Addiction Services conducted an audit of the **Financial Services Center** revealing that "The required billing policies and procedures are in place and furthermore, **Cindy Mabry** and **Paul Felix** were very cooperative and resourceful."

Joyce Bender of the Office of Disability Employment Policy in Pennsylvania applauded **Suzanne Liquerman** for all of her "great work in Connecticut. As a person with a disability, I so appreciate the work you have done with the Youth Leadership Forum."

Frank Arute from the Department of Information Technology thanked **Carol Wilson** for assisting him with a contract award problem. "This was especially true, as she was covering for someone on vacation. Instead of putting me off, she took charge and brought the matter to completion."

Kudos to **Mike Oswianko** and **Alna Bolden** from Diane Preble for "always being very pleasant, caring, and helpful. Your hard work is truly appreciated."

Beryl Kaufman from the CT Association for Children and Adults with Learning Disabilities thanked **Suzanne Liquerman** for speaking at their Adult Issues Seminar. "Your topic, ADA Title One Employment, was

of great importance and helped adults better understand the issues and practicalities of their rights in the workplace."

Meg Yetishefsky praised Summer Worker **Meghan Bruce** for her "hard work on the Fort

## Hats Off

By Cindy Rusczyk

Trumbull Database Project. Her professionalism and timeliness of the project will help the small business community in the New London County."

Maureen Friedman thanked all **DAS employees** that made donations on Foodshare Friday's. "With just three Friday's under our belt, we have collected 450 food items. Keep up the good work!"

Also, special thanks to Summer Worker **Josh Visone** for developing a graph to chart the successes."

## On the Road

**Amy Torre of the Strategic Leadership Center will be attending the annual conference of the National Association of State Chief Administrators in Breckenridge, Colorado, August 18-22. She'll be serving on a panel discussion on performance measures.**

# Flyin' high

DAS' Property Distribution Center receives a fax from the General Services Administration (GSA) in Washington stating that planes would become available to states' federal programs... Doug DiPersio knew exactly what to do.

"He immediately knew of a customer who would be interested and picked up the phone and called the Connecticut Aerospace Museum, a small nonprofit organization located in Stratford, CT," said Program Manager Kenn Stephenson.

"The planes were located in Arizona so a representative from the Aerospace Museum had to fly out to see if the planes were something they could actually use. Upon their return I received an excited call stating they were interested, very interested," DiPersio said.

Stephenson explained that when property is available from across the country, the property would usually go to a neighboring state, not one 2,500 miles away.

"Knowing this, Doug called GSA Region 9 and talked to the allocating officer. He knew the importance of the planes to our cus-

tomers and explained how difficult it was for a small state in New England to acquire that kind of property. He added that our customer was a small museum that is just starting out and this would be a huge boost for them. He ended with 'Connecticut wants those planes'." DiPersio's persistence and determination paid off.

DAS' Property Distribution Center was able to acquire and donate 6 planes with an acquisition value of \$18,844,340 to the Connecticut Aerospace Museum.

***Ed, note: We all wish Doug the same success in his new position in Procurement Services.***

## Victories

By Donna Micklus, Kenn Stephenson, and John McKay

# Marketing the new Marketplace

DAS' Food Distribution Program (FDP) couldn't wait to debut their new website "The Marketplace."

They had their chance at a gathering of members of the School Lunch Advisory Committee.

MIS' Mark Zager and FDP's Yvonne Groves demonstrated how the website works to the attendees as well as its many features. The audience asked questions and made suggestions for improvements.

"It's all about what the customer wants," said Groves. "We want to customize it to their specific needs, and their feedback and input is

critical to the website's success."

The website gives customers full access to their accounts, orders, updated information, and communi-

cation with FDP. FDP can post inventory messages, introduce new products and commodities, provide billing information, and much more.

Audience members were impressed.

Eldon Hafford from the Klingberg Family Center was totally sold on the new site's abilities. "It's 180 degrees of improvement for Doris Vieira and her staff from when they first started. They need to be recognized for their efforts in making the system better," Hafford said.

Claudia E. Smith from USDA's Northeast Regional Office expounded on Hafford's sentiments.

"USDA's longtime policy has been the reduction of paperwork. With FDP's new website, customers will be able to process a number of their ordering functions in a paperless environment. It's a great achievement for them."

## Recipe *cont. from pg. 2*

Place frozen wings in aluminum pan. Pour white vinegar over them and put in preheated 400° oven on middle rack, uncovered. Cook for 1½ to 2 hours stirring every 20 minutes. Watch them periodically to be sure they are rotated regularly. The secret to this recipe is to watch them and to cook them enough so that the meat will just fall off the bone when you bite into them. They will look a little burned and dried out...this is a good thing. Drain off the vinegar carefully, and place them back in the oven for about 10 more minutes. Pour on the barbecue sauce and cook for about another ½ hour or so. Again, watch them. You want them to look caramelized and a little bit burned looking but not burnt to a crisp. It takes practice to get them just right. But trust your eye and don't be afraid to taste one now and then. **DO NOT BE FOOLED BY THE DIRECTIONS ON THE BAG.** You do need to cook them for a very long time at 400° in order for them to come out this way.

**Happy FLYING!!!!**  
**Diane Donato**

# Quilting Queen Bees

Have you seen the Flying Geese, Bird of Paradise, or the Spinning Star?

Eileen Morin and Sue DeMauro of DAS' Internal Audit Unit have. They're names of quilting blocks! Morin and DeMauro spend their spare time poring over quilting magazines, looking for yet another pattern to add to their trove of ongoing projects they hope to complete by the year ...2039!

The fabric of friendship has many textures and Sue and Eileen have formed a great friendship over their mutual love of quilting.

"Eileen really got me into it," said DeMauro. "My initial interests were in the areas of crafts and doll making, I had never really thought about quilting."

For eight years, Sue has made annual Santa Claus dolls for her grandchildren. Each year's Santa Claus has a different motif. For example, with the turn of the millennium, she designed

the doll's apparel to mirror the big events of that year.

Enter Eileen Morin – a quilting queen by any standards.

"I knew Sue was crafty and she expressed an interest in some of the quilting I was doing, so I suggested she take a class or two to see if it would be something she would like."

Like? Sue now is an aficionado on quilting, has more thread and needles than any local dressmaker, and enough stacks of miscella-

## Up Close

By John McKay

neous fabric at her house to rival any fabric store.

"I really enjoy it," said DeMauro, "And it helps to have Eileen there to inspire me or to work on a quilt together." Sue even became editor of her quilting club's newsletter.

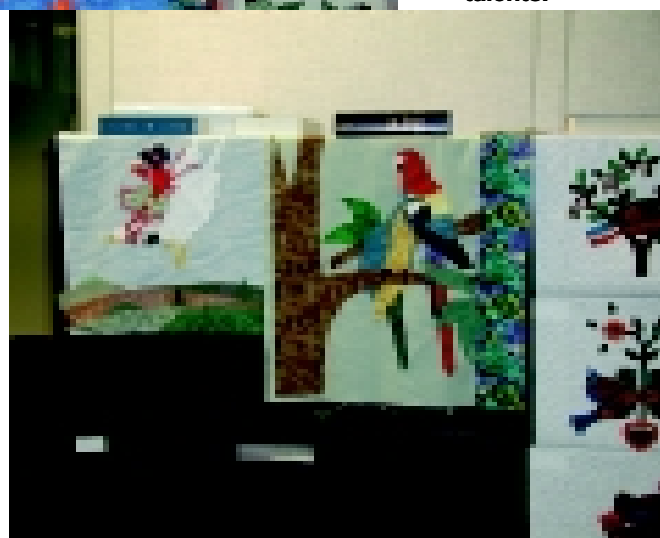
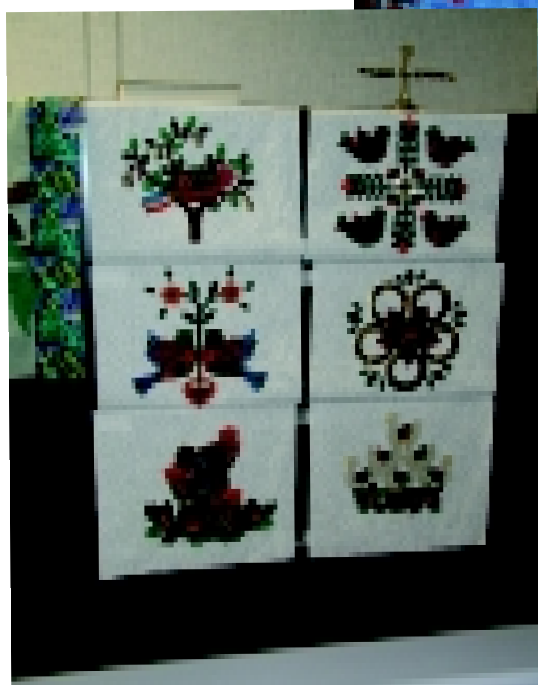
Eileen and Sue have struck up a great friendship surrounding quilting and now travel to quilting

shows, fabric stores, and have taken quilting classes together.

"We're even thinking of entering a few competitions to see how we fare," said Morin.



**Eileen Morin (l) and Sue DeMauro display their talents.**





# Fleet garages flooded with Waters

By John McKay

There are certain things in life you can always count on.

Flowers in the spring, leaves in the fall, and Commissioner Barbara Waters' tours of the Fleet garages.

Joined by Roy Dion, Steve Dygus, and John McKay, and Amy Torre, the first leg brought them to New Haven and Norwich. She said she's anxious to get to the Hartford and Wethersfield garages later in the summer.

"It's great to see everyone," said Waters at both visits. "I love this...it's like a family reunion every time."

The Commissioner said she looks forward to addressing employee issues and concerns to make sure both Fleet operations and its employees are running like the well-oiled machines they service.

Employees are encouraged to ask the Commissioner about any issues surrounding Fleet or DAS — everything from early retirement issues, to the signing of Union contracts, to getting new tools.

For example, Ed Kane in the Norwich

garage voiced concern over the Fleet Anywhere system.

"It's a decent system, but there are still a few things that could use improvement."

Another Fleet employee said, "While we're at it, some of us could use some additional training on Lotus Notes."

Quick to address the problem, Waters has partnered Kane with MIS staff to work together on making the Fleet Anywhere system easier to use for everyone, and she has arranged additional training for Fleet employees on the use of the agency's e-mail.

During these informal meetings, both Waters and employees review a Fleet report card on where projects stand, what has been accomplished, and what still needs improvement.

One major topic of discussion was the

construction of the new Norwich garage. With eight garage bays being installed and a number of other new facilities being added and upgraded, the Norwich garage is soon to be the showpiece of DAS Fleet.

"It's been years in the making to

get this garage upgraded," said Waters.

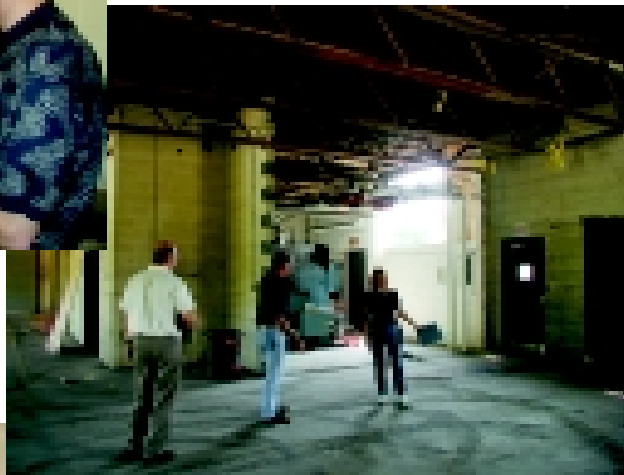
"The conditions they were working in before were not that great. But when it's all complete it will be an amazing sight to see," she said.

"Having the Commissioner come down to meet with us is really special," said Dygus.

"It shows everyone here that she cares about what's going on, and that our concerns are her concerns."



**Fleet employees in Norwich and New Haven share an informal conversation with Commissioner Waters, Roy Dion, and Steve Dygus during the tour of Fleet garages.**



# Anderson abroad . . . By Donna Micklus

**I**t really *was* Greek to him. Through his affiliation with the University of New Haven where he is an adjunct professor, Dr. Martin Anderson spent 12 days in Athens teaching a graduate course at New York College.

The program, affiliated with the State University of New York system, expands educational offerings to Greek students by bringing American graduate and undergraduate college degree programs from recognized universities. There are similar programs in Israel and Mexico, but this was the first year for the program in Greece.

Anderson is the first faculty member from UNH invited to teach in the program.

His course on Psychological Testing and Measurement in Industry focused on different tests and techniques used in the United States to hire employees.

The 13 students in his class ranged in age from 20

– 25. “They were very attentive, keenly interested, hung on every word, and had great questions.” While they have a high regard for

education, one major difference Anderson noted was their concept of time.

“Class was scheduled to begin at 9 a.m. Maybe by 9:45 they’d start coming around. It might have been because they were going to school during summer vacation, but they certainly are very relaxed.”

He and his wife Becky were staying at a hotel near the Temple of Zeus, about three blocks from the urban

campus. Each morning he walked to work on the bustling Athens streets. “I found a little market that had Mars Bars in the freezer so I would stop in and get my snack for the day.”

He taught compressed classes on Friday evening and all day on Saturday and Sunday for two successive weekends. On his midweek break he and Becky were able to do some sight-seeing, visiting Santorini, one of 1400+ Greek isles (not all inhabited).

Both colleagues and students were eager to accommodate their visiting professor.

“On one of our first evenings in Athens, the program coordinator hosted a dinner for us on the top of a hotel directly across from the Acropolis which is lighted at night and completely spectacular. We also celebrated my wife’s birthday there, and my

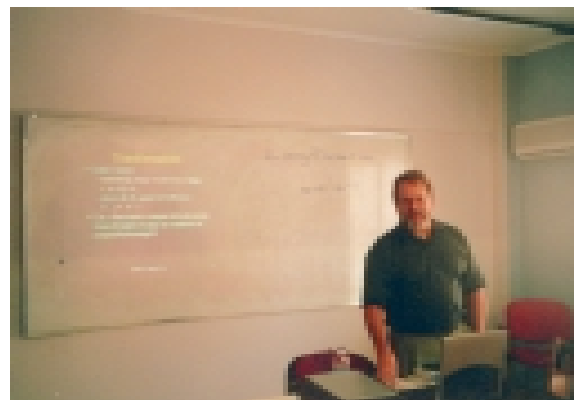
students helped us select a special restaurant for her birthday lunch.”

Anderson said that another student was concerned that “we were seeing only the ugly concrete buildings of Athens, so on our last evening she took us on an hour and a half tour of exquisite beaches, lakes, and fine hotels.”

Anderson found it particularly enthralling that he was both visiting

*and teaching* on foreign soil, and he welcomed the challenge of being an effective communicator in another culture.

Everyday living, however, took a little getting used to. Life in Athens



**Professor Anderson in his Athens classroom**

was busy in the mornings, but as the temperature topped off in the high nineties every afternoon, the pace slowed, shops closed, and “siesta time” set in.

“Then between eight and nine at night everyone was out promenading and having their big meal at ten or so.”

He loved the food, and couldn’t believe how reasonable the prices were. “It was actually hard to spend \$10 on a really fine meal.”

His one disappointment was that he didn’t leave Athens knowing more Greek than he started with.

“I was immediately identified as an American and since almost everyone spoke English they communicated with me only in my own language.”

Anderson said he did learn to read some Greek and “can still practice speaking on my training CD’s.”

Anderson said that Greece is the most revisited country in Europe. When asked if he would be one of those re-visitors, he hesitated only long enough to say, “if all the stars come together.”



**“Tourist” Anderson amidst the beauty of the Greek Isles**

# "Fore" a good cause

By John McKay

**Y**ou couldn't have picked a nicer day or a better cause for a round of golf.

Approximately 40 DAS employees chipped, drove, and putted together for an afternoon of golf at Portland Golf course in July to have some fun and raise a little money for a fellow employee.

All year, DAS has been having fundraisers for Alice Hall of the Business Office to help her through some trying times. This event alone raised \$820 for her and her family.

Taking the gold medal was the "fantastic four" of Todd Bayne, John McKay, Mike Oswianko, and Bill Skyrme who dominated the greens with an overall five under par. Silver went to Jim McKenna, Dick Cosgrove, Dick Sheehan, and Steve Shapiro with a four under par, and with a respectable showing in third place were Ron Johnson, Joe Prevuznak, Brian Saczawa, and Tony Smith with one under par.

The closest-to-the-pin-awards went to Steve Shapiro and Bill Skyrme, the longest drives went to Brian Saczawa and Doug DiPersio. Mark Carroza, Ron Johnson, and Don Chaffee won gift certificates and a free round of golf.

"It's a great way to mingle with coworkers who you don't see regularly, shed the presumptions of work and have a good time," said one fairway favorite. It was even suggested to make the outing an annual event for DAS. Golf clap please.

Special thanks to Dan Donahue, Vin Lombardo, Portland Golf Course, and Kwan's jewelers for their donation of prizes.



**Commissioner Barbara Waters presents Don Jordan (L) and Don Chaffee (R) their \$25 American Express certificates. Jordan and Chaffee were the winners of the DAS website contest.**